



# Digital Technology and Social Work Webinar

8/4/2020

**BASW**  
The professional association for  
social work and social workers

*In partnership with*





**BASW**  
The professional association for  
social work and social workers

*In partnership with*



# Dr Denise Turner

Senior Lecturer Social Work  
Chair of the Advisory Group  
Digital Capabilities Project

# BASW

The professional association for  
social work and social workers

# The advisory group

- The Digital Capabilities for social workers project: part of the Building a Digitally Ready Workforce programme, commissioned by Health Education England, with support from NHS Digital.
- The Advisory Group guided the work of the project, bringing together in one room a wide range of stakeholder representatives from the sector including adults and young people who use services; carers; social work practitioners and technology specialists amongst many others.

## Discussing and defining:

- ‘Digital capabilities’ are defined as part of the Professional Capabilities Framework and the Social Work England Professional standards of practice for social work (2019).
- At post qualifying level, ‘Digital capabilities’ are contained within the Knowledge and Skills Statements for Adults and Children. Continuing Professional Development activities include training or self-taught activities, as well as the use of apps and other digital resources (SCIE, 2019). <https://www.scie.org.uk/social-work/digital-capabilities>

In partnership with

The logo for SCIE (Social Care Information Exchange) is displayed in a white rounded square on a dark blue background. The text 'scie' is written in a lowercase, sans-serif font.

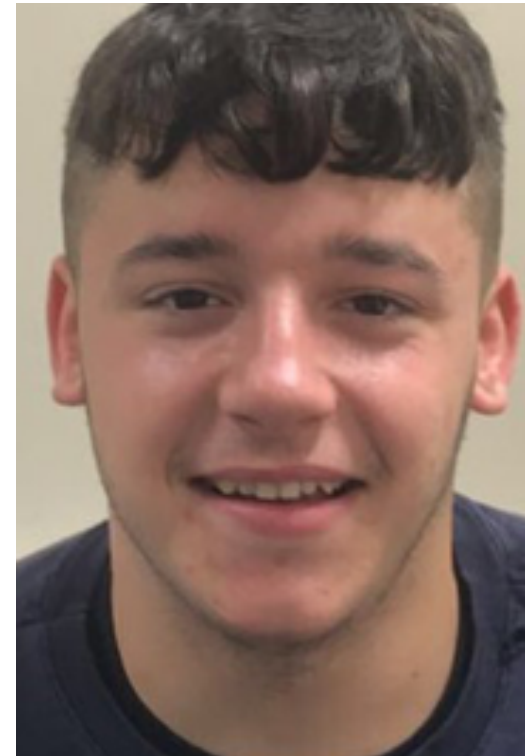
# BASW

The professional association for  
social work and social workers

# Voices from the advisory group

- **JORDAN WOSIK – CARE LEAVER ADVISOR  
THE DIGITAL CAPABILITIES PROJECT**

- ‘In this day and age we can shop online, vote, book holidays, book cabs, take out bank loans and even mortgages and order food. But contacting your social worker digitally can still be really difficult. Instead we have to take time out of our day – including travel time – to go to see the social worker which is hard when you have a full time job or are in full time school. The current arrangement makes service users feel like their time doesn’t matter. But it doesn’t have to be that way.’

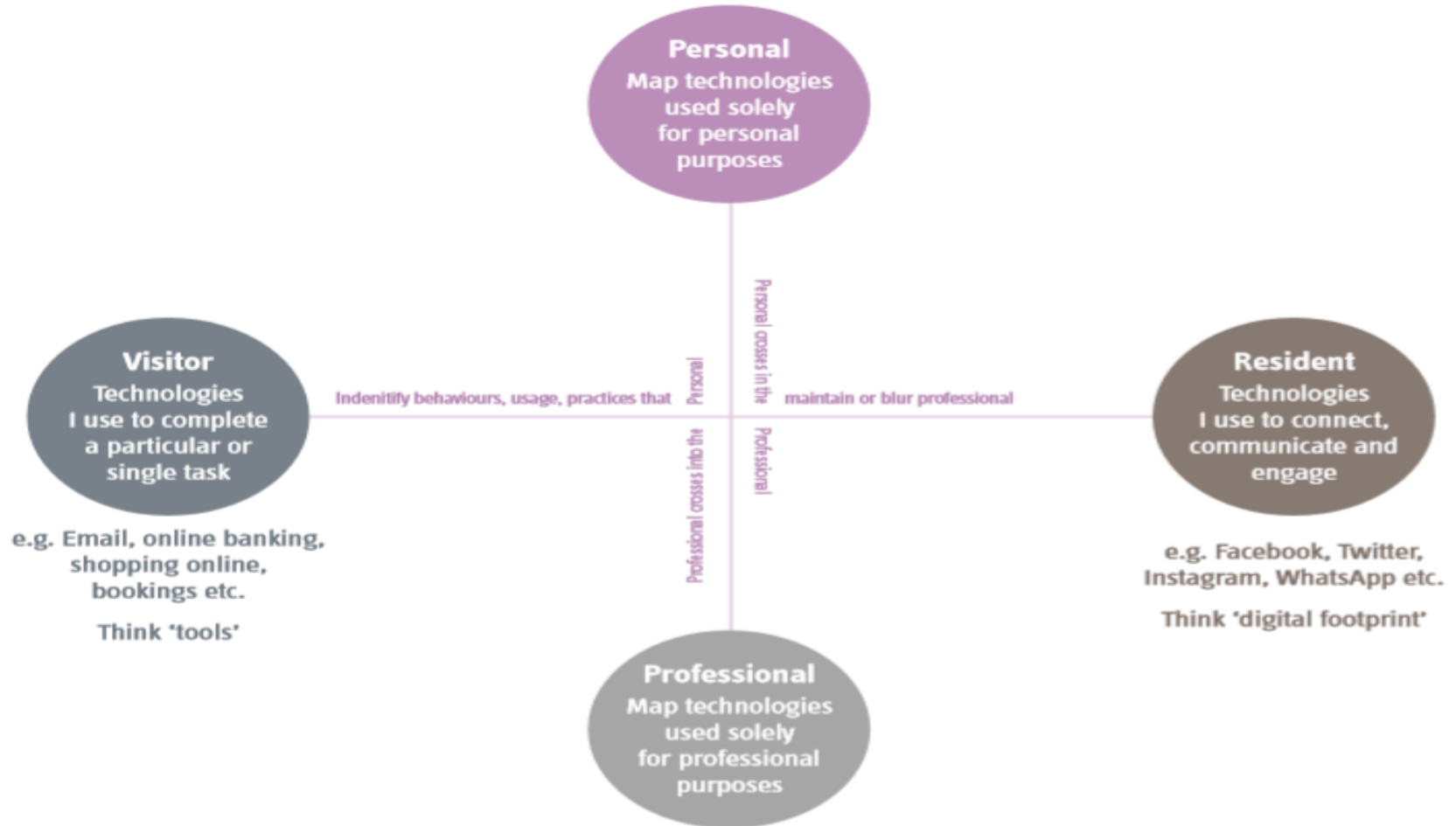


*In partnership with*

scie

# Social work education

- Majority of respondents to the project survey reported that their social work training did not prepare them for digital readiness in practice.
- This included 25% (very unhelpful), 27% (unhelpful) and 37% (neither helpful or unhelpful). Student social workers are using digital but these skills and knowledge are not necessarily being transferred to practice.
- Qualifying social work programmes should ensure that newly qualified social workers are digitally ready for practice and are able to engage with the risks and opportunities of digital technologies.
- HEIs and teaching partnerships should develop CPD programmes in digital capabilities, identifying specialist skills for specialist areas
- Users of services should be involved in digital social work education (*for me this includes students*)



AML Taylor, May 2017

**Dr Amanda Taylor -Mapping Tool –  
Looking at how boundaries may become blurred online.**



**BASW**  
The professional association for  
social work and social workers

*In partnership with*



# Dr Godfred Boahen

**BASW Policy and Research Officer**



# COVID 19 & Digital Capabilities of Social Workers

**What can digital technology enable us to do?  
Beyond processes – digital technology and social work objectives  
Technical, legal and ethical issues**

**BASW**

The professional association for  
social work and social workers

*In partnership with*

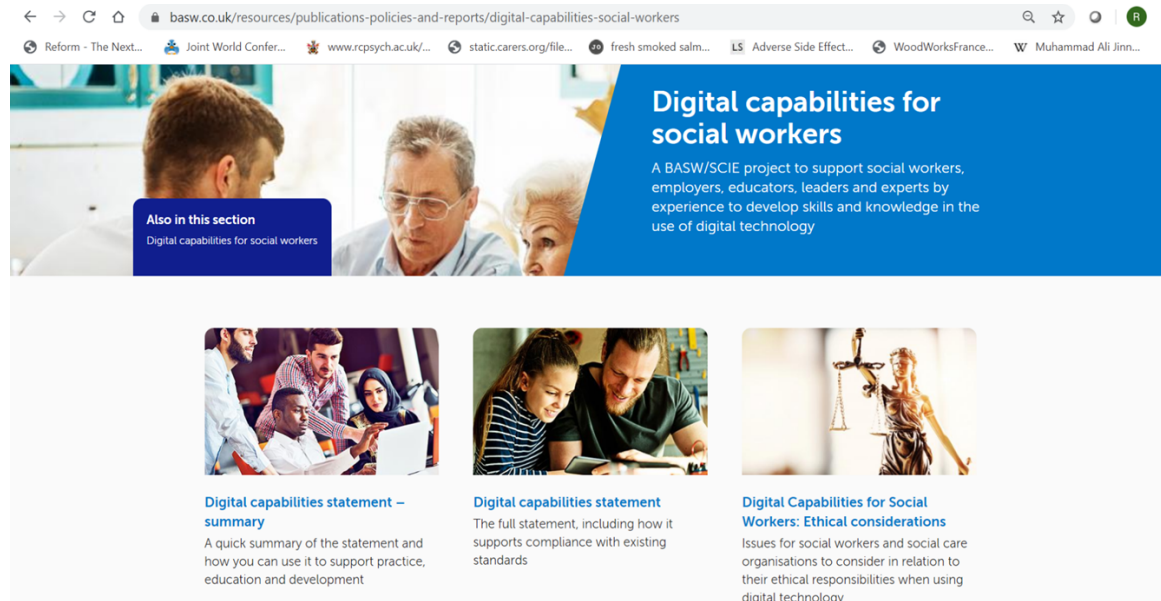




# BASW

The professional association for social work and social workers

## Context



- Digitalisation of social work (Taylor, 2017; Turner, 2016)
- Digital Capabilities Statement for Social Workers
- COVID- 19 emergency

In partnership with

scie

**BASW**

The professional association for  
social work and social workers

# Beyond process

Social work organizational  
processes

Core social work objectives:  
inclusion and co-production;  
empowerment; self-  
determination; socio-  
economic equality,  
professionalism; safeguarding

*In partnership with*

**scie**

**BASW**

The professional association for  
social work and social workers

# Digital technology and core social work objectives



- Purpose section of Capabilities Statement
- Co-production of assessments
- Relationship-based practice: initiating, maintaining and enhancing relationships
- Providing services – e.g. online counselling; administering of direct payments; self-management – e.g. AutoNoMe, Mind of My Own

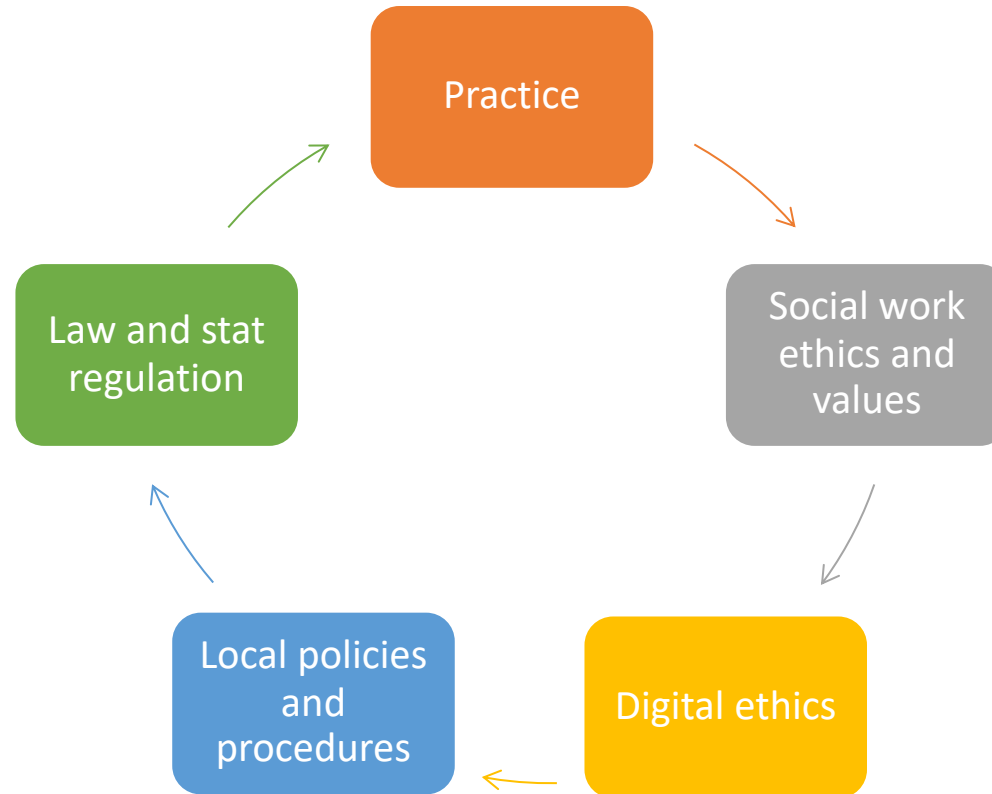
*In partnership with*

**scie**

# Moving forward – issues to consider

**BASW**

The professional association for  
social work and social workers



Core social work knowledge, skills and ethics

*In partnership with*

**scie**



# Mark Nicholas

## NHS Digital in social work

Chief Social Worker  
NHS Digital

**BASW**

The professional association for  
social work and social workers

*In partnership with*



# BASW

The professional association for  
social work and social workers

# About NHS Digital

- **Executive, non-departmental public body, sponsored by Department of Health and Social Care**
- **Uses information and technology to improve social care and health**
- **Key products in social care**
  - **NHS Mail (secure transfer of information)**
  - **NHS.UK (NHS website, 1M visits per day)**
  - **NHS Apps Library (approved apps for health and care)**
  - **Data security and protection toolkit (to help organisations maintain security and confidentiality)**
  - **Child Protection Information Sharing (sharing CP status to protect children)**
  - **Data collections from local authorities (to analyse how needs are being met)**
  - **Digital workforce programme (now transferred to Health Education England)**
- **Dedicated Social Care Programme, supporting health and social care transitions and social care provider digitisation**

*In partnership with*

scie

**BASW**

The professional association for  
social work and social workers

# Focus on social work

- **2016 – commissioned small research project through SCIE into use of digital by social workers (found frustrations around information sharing and mobile working)**
- **2016 – appointment of Chief Social Worker**
- **2017 – series of discussions with LA social workers and social work students**
- **2018 – secured funding for Digital Capabilities for Social Work project**
- **2018 – discussions with social work stakeholders (Chief Social Workers, SCIE, BASW, Social Work England, ADASS, ADCS, PSWs, Skills for Care, social work academics, Socitm, NICE)**
- **2019 – commissioned DCSW with Health Education England (SCIE/BASW)**

*In partnership with*

**scie**

**BASW**

The professional association for  
social work and social workers

# Aims for the future

- To maintain a dialogue with the profession and stakeholders on digital technology and data
- To develop evidence-based practice in use of digital
- To identify social work digital leaders and digital expertise within the profession
- To ensure voice and representation of social work in digital initiatives – both nationally and locally
- To provide resources and support to social workers and students in use of digital, particularly in developing knowledge, values and ethics
- To ensure integration of social care and health is led by social work professionals, in the best interests of service users

*In partnership with*

**scie**



# Other questions?

**BASW**

The professional association for  
social work and social workers

*In partnership with*

